



C2M v2.9

4.2.2.5 C2M.Manage Loan Charges

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Brief Description

Business Process: 4.2.2.5 C2M.Manage Loan Charges

Process Type: Sub Process

Parent Process: 4.2.2 C2M.Manage Bill

Sibling Processes: 4.2.2.2 C2M.Manage Meter Charges, 4.2.2.3 C2M.Manage Item Charges, 4.2.2.4 C2M.Manage External and Miscellaneous Charges, 4.2.2.6 C2M.Manage Deposit Charges, 4.3.1.1 C2M.Payments

This process describes Loan Billing. This process takes place if the Customer has a loan from the Utility Company. There are many reasons why the Utility Company practices to loan money to customers. For example,

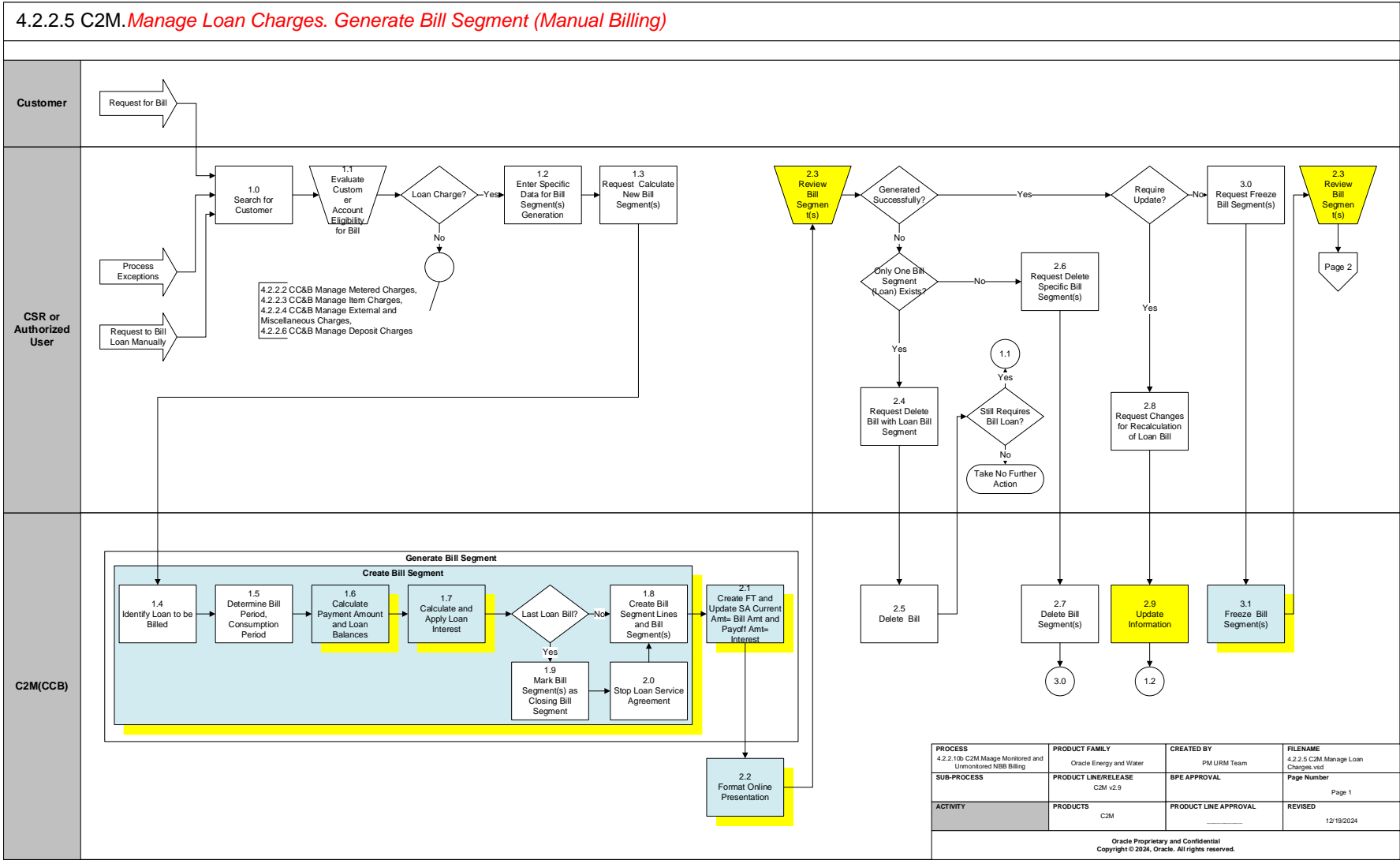
- Finance service upgrades (e.g., to change to dual fuel)
- Support economic development (e.g., to extend a power line)
- Promote energy conservation (e.g., customers borrow to insulate their house)

Loans are billed on regular basis similar to other services provided by Utility Company. When the loan billing process is initiated, system bills the customer for the periodic payment amount that calculated based on the specific Utility company business rules and typically contains principal and calculated interest amount.

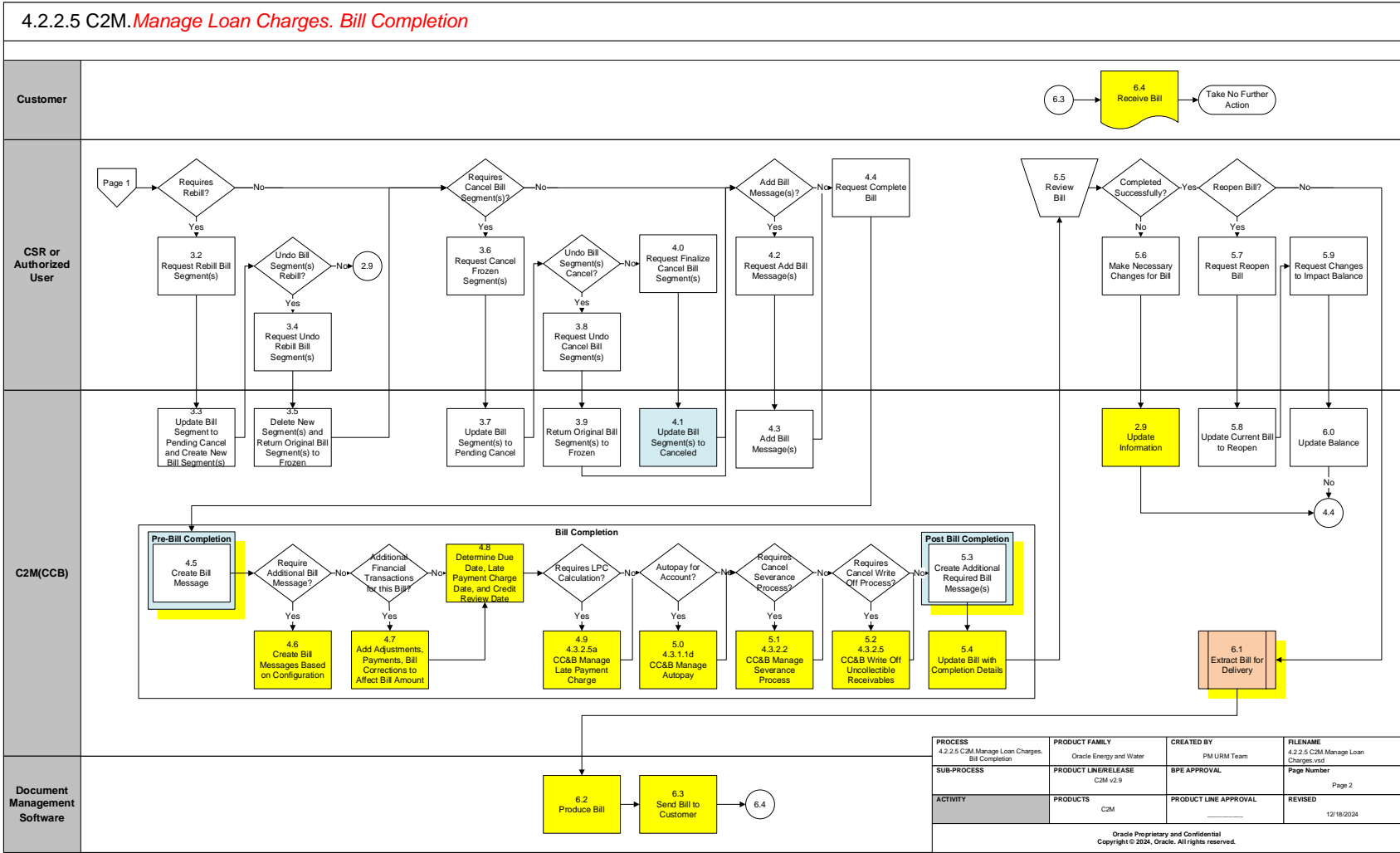
Most bills are produced in a Batch Billing process. However, the CSR or Authorized User can create Bills for loans manually if required. If a [Bill](#) is generated as valid but has missing or incomplete information, the CSR or Authorized User has the ability to modify the bill.

When bill is successfully completed the Utility Company makes it available for Customer.

Business Process Model Page 1

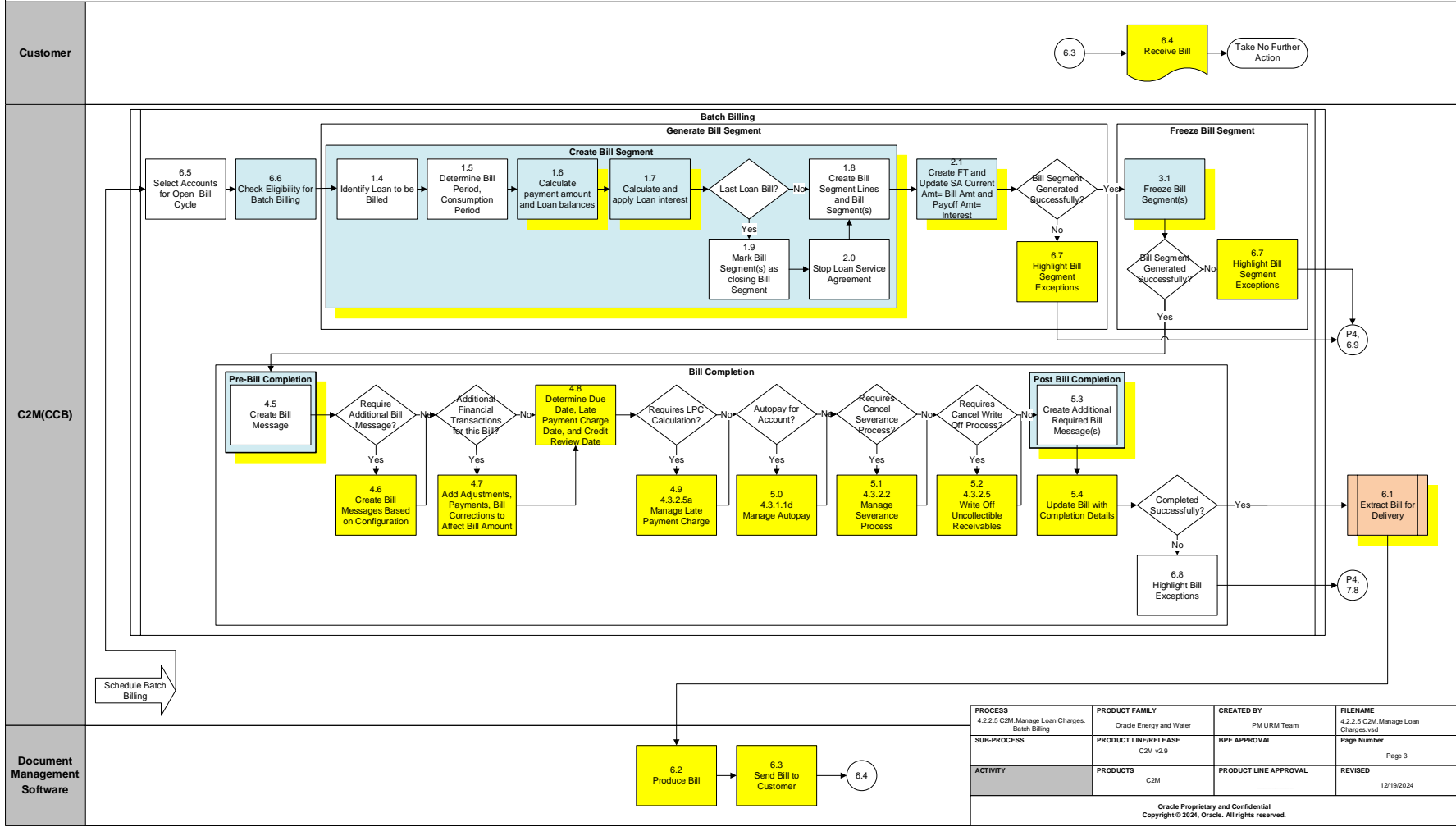


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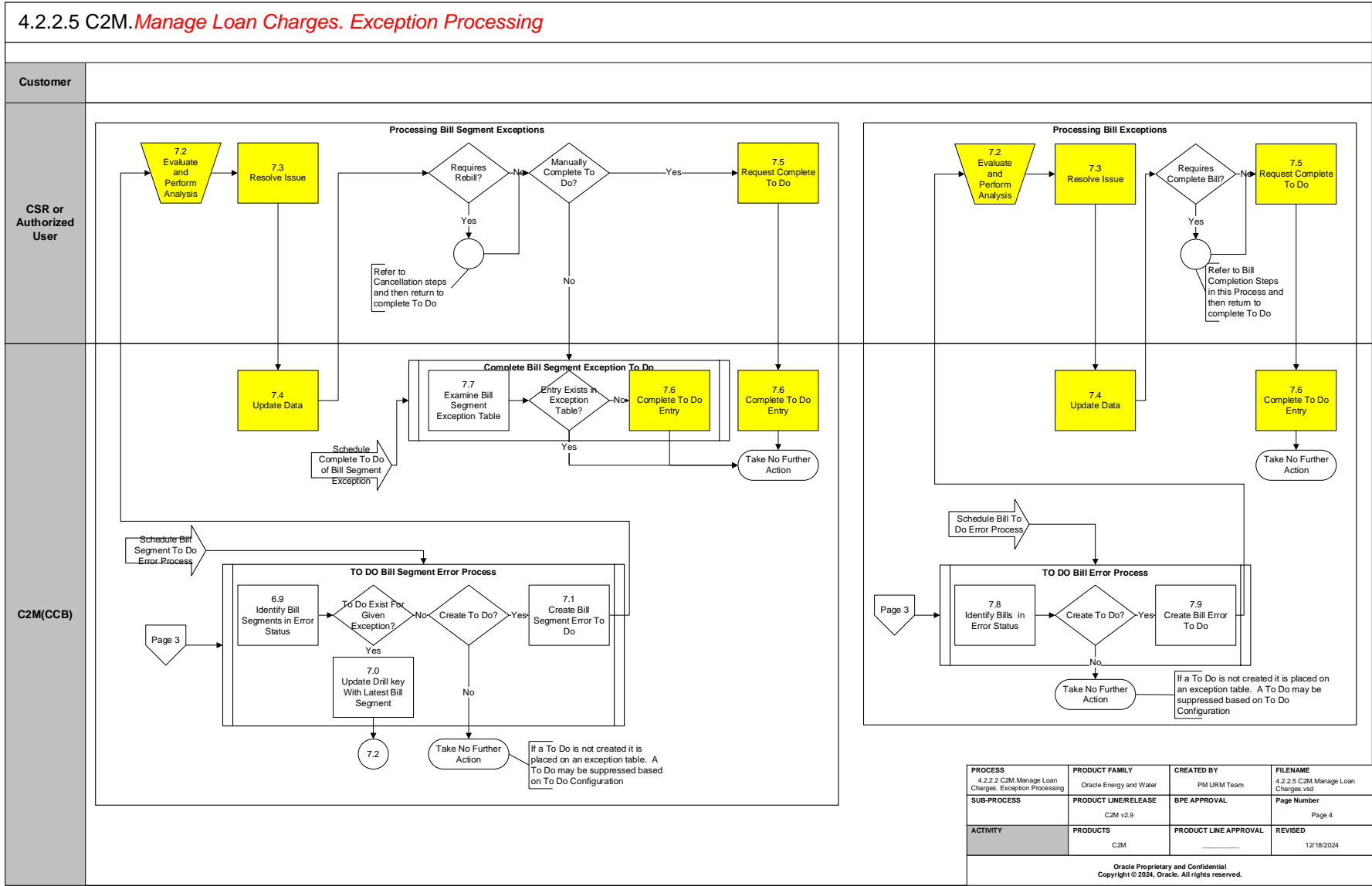


Business Process Model Page 3

4.2.2.5 C2M.Manage Loan Charges. Batch Billing



Business Process Model Page 4



Detail Business Process Model Description

1.0 Search for Customer

Actor/Role: CSR

Description:

Upon receipt of request or inquiry for Billing the CSR or Authorized User accesses [Control Central Search](#) to locate the customer in CC&B.

1.1 Evaluate Customer Account Eligibility for Bill

Actor/Role: CSR

Description:

C2M(CCB)provides the CSR or Authorized User with valuable insight and overall analysis of the Customer’s financial situation. The CSR or Authorized User evaluates the Customer’s Account. Account Financial History, Premise and Service Agreement Billing History, Credit Rating, and Credit and Collection History may be reviewed. [Control Central Alerts](#) and other [Dashboard](#) information assist the CSR or Authorized User in determining eligibility for adding new Bill or any rebilling based on established business rules.

Process Plug-in enabled Y Available Algorithm(s):

Installation Options – C1-BILL-INFO This algorithm type formats the Bill Information that appears throughout the system. Four different formats are used.
Installation Options - C2M-BILLINFO - This algorithm formats the “Bill that appears throughout the system. It concatenates the fields and delimiters specified as algorithm parameters.

Configuration required Y Entities to Configure:

Installation Options – Control Central Alerts

1.2 Enter Specific Data for Bill Segment(s) Generation

Actor/Role: CSR

Description:

If the CSR or Authorized User identifies a need to create a Loan [Bill](#) for the customer, the CSR or Authorized User provides the system with information about the Billing period for the bill to be created. The CSR or Authorized User must specify Cutoff Date or Use Schedule to determine the end date of each Bill Segment Bill period. The Accounting Date defaults to current date however the CSR or Authorized User may change this date based on established business rules

1.3 Request Calculate New Bill Segment(s)

Actor/Role: CSR

Description:

The Manual billing process consists of several steps. The first step is to request system to calculate and create the Bill and Bill Segment for the Loan. The CSR or Authorized User requests to generate a new online [Bill](#). This online Bill may contain one or more segments. If only one Loan Service Agreement exists for the Account, then only one Loan Bill Segment is created.

Note: The “Generate” function is used when creating a new Bill, Bill Segment, or re-generating an existing freezable or error segment. A deleted [Bill Segment](#) may be generated again once information is changed.

1.4 Identify Loan to be Billed Group: Create Bill Segment

Group: Generate Bill Segment

Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

This task could be initiated from online and from batch billing.

Manual process: System identifies the specific Customer’s loan based on the request criteria specified in step 1.2 of the current process

Automated process: System identifies Customer’s Loan(s) that needs to be billed based on billing method specified for Loan. Typically all the loans that require billing when Bill window is “open” are selected.

Note: Typically loans are billed in advance and it’s a common practice to use Future Anniversary Billing method for Companies to bill Loans. Loan Bill Segment creation does not allow for prorated Interest Rate – Bill Factor

Process Plug-in enabled Y

Available Algorithm(s):

C1-BSBS-LO Algorithm creates a bill segment for a loan SA

C1-LPDA-SI (Calculate Number of Periods or Payment Amount)
--

Customizable process N

Process Name:

BILLING - The Bill cycle Batch processing creates Bills and Bill Segments for accounts with an "open" Bill cycle.

Configuration required Y

Entities to Configure:

Bill Segment Type

SA Types

Customer Class

Bill Cycle

Bill Schedule

1.5 Determine Bill Period, Consumption Period Group: Create Bill Segment

Group: Generate Bill Segment

Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

System identifies Bill Period and Consumption Period.

Process Plug-in enabled Y

Available Algorithm(s):

C1-BSBS-LO Algorithm creates a bill segment for a loan SA

Customizable process N	Process Name:	C1-LPDA-SI (Calculate Number of Periods or Payment Amount)
		BILLING - The Bill cycle Batch processing creates Bills and Bill Segments for accounts with an "open" Bill cycle.
Configuration required Y	Entities to Configure:	Bill Segment Type
		SA Types
		Customer Class

1.6 Calculate Payment Amount and Loan Balances Charges Group: Create Bill Segment
Group: Generate Bill Segment
Group: Batch Billing

Actor/Role: C2M(CCB)
Description:
C2M(CCB)makes appropriate calculations to determine Loan’s payment amount that needs to be billed.

Process Plug-in enabled Y	Available Algorithm(s):	C1-BSBS-LO Algorithm creates a bill segment for a loan SA
		BILLING - The Bill cycle Batch processing creates Bills and Bill Segments for accounts with an "open" Bill cycle.
Configuration required Y	Entities to Configure:	Bill Segment Type
		SA Types
		Customer Class
		Bill Factor

1.7 Calculate and Apply Loan Interest Group: Create Bill Segment
Group: Generate Bill Segment
Group: Batch Billing

Actor/Role: C2M(CCB)
Description:
C2M(CCB)calculates and creates the Loan segment and applies interest to the Service Agreement.
This step could be executed from online and batch processing.

Process Plug-in enabled Y **Available Algorithm(s):**

Customizable process N	Process Name:	C1-BSBS-LO Algorithm creates a bill segment for a loan SA
		C1-LINT-SI Calculate Simple Interest for a Loan SA. The interest calculation is based on: 1) unbilled principal (i.e., the service agreement's payoff balance minus the current balance), 2) the number of billing periods covered by the bill, and 3) the interest rate.
Configuration required Y	Entities to Configure:	BILLING - The Bill cycle Batch processing creates Bills and Bill Segments for accounts with an "open" Bill cycle.
		Bill Segment Type
		SA Types
		Bill Factor

1.8 Create Bill Segment(s) Lines and Bill Segment(s) Group: Create Bill Segment
Group: Generate Bill Segment
Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

The system creates a bill segment and Bill Segment's Bill lines. One bill line shows the amount of interest in the payment (Line 1), and another bill line shows the amount of principal (2nd line).

Note: The principal amount is equal to the service agreement's periodic payment amount minus the amount of calculated interest.

This step could be executed from online and batch processing

Process Plug-in enabled Y	Available Algorithm(s):	C1-BSBS-LO Algorithm creates a bill segment for a loan SA
Customizable process N	Process Name:	BILLING - The Bill cycle Batch processing creates Bills and Bill Segments for accounts with an "open" Bill cycle.
Configuration required Y	Entities to Configure:	Bill Segment Type
		SA Types

1.9 Mark Bill Segment(s) as Closing Bill Segment Group: Create Bill Segment
Group: Generate Bill Segment
Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

If generated Bill Segment is a last Loan bill, C2M(CCB)marks Bill Segment as closing Bill Segment.

Note: C2M(CCB)consider bill segment as last Bill Segment for Loan if the remaining principal balance (plus accrued interest) is less than or equal to the loan payment amount.

Customizable process N Process Name:

BILLING - The Bill cycle Batch processing creates Bills and Bill Segments for accounts with an "open" Bill cycle.

2.0 Stop Loan Service Agreement Group: Create Bill Segment
Group: Generate Bill Segment
Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

If generated Bill Segment is a last loan bill, C2M(CCB)initiates stop SA process for Loan Service Agreement and changes the status or Loan SA to Pending Stop.

Note: The Loan SA can then be stopped by the user or by the SA activation background process. (See process 3.3.2.4 C2M(CCB)Stop Non-Premise-Based Service for details)

Customizable process N Process Name:

BILLING - The Bill cycle Batch processing creates Bills and Bill Segments for accounts with an "open" Bill cycle.

2.1 Create FT and Update SA Current Amt=Bill Amt and Payoff Amt= Interest Group: Generate Bill Segment
Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

C2M(CCB)creates the associated financial details related to the [Bill Segment](#). The Financial Transaction contains the financial effects of the Bill Segment on the Service Agreement's current and payoff balances and on the General Ledger. This step could be executed from online and batch processing

Process Plug-in enabled Y Available Algorithm(s):

C1-BSBS-LO Algorithm creates a bill segment for a loan SA

Customizable process N Process Name:

BILLING - The Bill cycle Batch processing creates Bills and Bill Segments for accounts with an "open" Bill cycle.

Configuration required Y Entities to Configure:

Bill Segment Type
SA Types

2.2 Format Online Presentation

Actor/Role: C2M(CCB)

Description:

Formatting information to be presented Online.

Process Plug-in enabled Y Available Algorithm(s):

C1-BSI-INFO - This algorithm formats the “Bill Segment Information” that appears throughout the system. It concatenates the fields and delimiters specified as algorithm parameters.
ONLN-BL-DSP - This algorithm is used to generate a bill image using the Doc 1 software product.
C1-BL-DISP - This algorithm is used to generate a bill image using the Documaker software product. The algorithm works as follows: - It calls the bill print extract algorithm (see BLEX-EX for an example) associated with the bill route type. That algorithm returns the various records that contain the information that appear on the customer's printed bill. - It passes these records to the Documaker software. This software reconstructs the bill's image (in a PDF). - This PDF is returned to the calling program. This program then displays it in a separate page on the user's browser.

Customizable process N Process Name:

BILLING

Configuration required Y Entities to Configure:

Bill Segment Type – Bill Segment Information
Installation Options – Framework- Bill Segment Information

2.3 Review Bill Segment(s)

Actor/Role: CSR

Description:

The CSR or Authorized User reviews the Bill Segment for accuracy and determines the next action. The CSR or Authorized User decides if the billing process could be continued. The Bill Segment may be incorrect, or created by mistake and needs to be deleted, rebilled or canceled.

Business Object Y

Business Object

WX-Bill - Bill business object (simple bill elements only) This business object is used for simple access to bill information
C1-BillSegmentRead - This business object is used to read the details related to a bill segment.
C1-BillSegmentStatus- Bill Segment Status This business object is used to retrieve the status of a bill segment

2.4 Request Delete Bill with Loan Bill Segment

Actor/Role: CSR

Description:

During the review process it is determined the Bill Segment was created incorrectly or by mistake. Based on established business rules CSR or Authorized User requests to delete the Bill or Bill Segment. When a [Bill](#) has only one segment the Bill and the corresponding segment are deleted at the Bill level.

2.5 Delete Bill

Actor/Role: C2M(CCB)

Description:

The Bill is deleted in C2M(CCB) and the financial record(s) are removed from the database. There is no financial impact to the Customer’s Account.

2.6 Request Delete Specific Bill Segment(s)

Actor/Role: CSR

Description:

The CSR or Authorized User determines specific Billable Charge Bill Segment(s) associated with a given Bill need to be deleted.

2.7 Delete Bill Segment(s)

Actor/Role: C2M(CCB)

Description:

The specific Bill Segment(s) is deleted in C2M(CCB) and the financial records are removed from the database. There is no financial impact to the Customer’s Account.

2.8 Request Changes for Calculation of Loan Bill

Actor/Role: CSR

Description:

After review CSR or Authorized User identifies a problem with the generated Loan Bill segment. The CSR or Authorized User, based on established business rules, then adds or changes the data used for the Bill Segment calculation. Typical changes for a Loan Service Agreement may include a change to dates or recurring charge information.

2.9 Update Information

Actor/Role: C2M(CCB)

Description:

Changes by the CSR or Authorized User are updated in C2M(CCB).

3.0 Request Freeze Bill Segment(s)

Actor/Role: CSR

Description:

If CSR or Authorized User does not identify any problem and decides to continue the Billing process, he/she requests to Freeze the Bill Segment.

3.1 Freeze Bill Segment(s) Group: Freeze Bill Segment

Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

The [Bill Segment\(s\)](#) and associated Financial Transaction are frozen in C2M(CCB). The Bill Freeze Option on the Installation Options controls when a Service Agreement's balance and General Ledger is affected by the Bill Segment and must be configured to meet the organization's accounting practices.

Manual Process- This is initiated by CSR or Authorized User when he/she requests to Freeze Bill Segments created for the Service Agreement.

Automated Process-This is a component of batch billing process and gets executed as a part of scheduled batch billing process that runs periodically. Functionality is the same as described in Manual process.

Process Plug-in enabled Y	Available Algorithm(s):	BSFZ-Empty - Bill Segment freeze/cancel sample algorithm.
Customizable process N	Process Name:	BILLING - The Bill cycle Batch processing creates Bills and Bill Segments for accounts with an "open" Bill cycle.
Configuration required Y	Entities to Configure:	Installation Options - Bill Freeze Options Customer Class SA Type

3.2 Request Re-Bill Bill Segment(s)

Actor/Role: CSR

Description:

If the problem identified in the frozen Bill Segment has been resolved, the CSR or Authorized User requests to Cancel and Rebill the Bill Segment.

Configuration required Y	Entities to Configure:	Bill Cancel Reasons
Business Object Y	Business Object:	C1-BillCancelReasonPhysicalBO

3.3 Update Bill Segment(s) to Pending Cancel and Create New Bill Segment(s)**Actor/Role:** C2M(CCB)**Description:**

The original Bill Segment(s) is updated to Pending Cancel, and new Bill Segment(s) created. A new Financial Transaction is associated with the new Bill Segment and the original Financial Transaction is in the pending Cancel state.

Configuration required Y**Entities to Configure:**

Bill Cancel Reasons

3.4 Request Undo ReBill Bill Segment(s)**Actor/Role:** CSR**Description:**

The CSR or Authorized User determines not to freeze the new Bill Segment(s). If the undo function is used, the newly generated segment is deleted.

3.5 Delete New Segment(s) and Return Original Bill Segment(s) to Frozen**Actor/Role:** C2M(CCB)**Description:**

C2M(CCB) deletes the newly generated segment and returns the original Bill Segment to frozen. There is no impact to Financial Transactions.

3.6 Request Cancel Frozen Bill Segment(s)**Actor/Role:** CSR**Description:**

The Bill Segment(s) may need to be canceled and not created again. The customer's balance should not be impacted by the original transaction. The CSR or Authorized User initiates the Cancel function

Configuration required Y**Entities to Configure:**

Bill Cancel Reasons

Business Object Y**Business Object:**

C1-BillCancelReasonPhysicalBO

3.7 Update Bill Segment(s) to Pending Cancel**Actor/Role:** C2M(CCB)**Description:**

When the CSR or Authorized User requests Initiate Cancel, the system updates the Bill Segment(s) to Pending Cancel.

Configuration required Y**Entities to Configure:**

Bill Cancel Reasons

3.8 Request Undo Cancel Bill Segment(s)**Actor/Role:** CSR**Description:**

The CSR or Authorized User has the option to undo the pending Cancel Bill Segment(s). Prior to the cancellation the CSR or Authorized User determines the [Bill Segment\(s\)](#) should not be canceled, and uses the Undo function.

3.9 Return Original Bill Segment(s) to Frozen

Actor/Role: C2M(CCB)

Description:

The original [Bill Segment\(s\)](#) is returned to Frozen in C2M(CCB). There is no impact to financial transactions.

4.0 Request Finalize Cancel Bill Segment(s)

Actor/Role: CSR

Description:

The CSR or Authorized User confirms the cancellation of Bill Segment(s).

Configuration required Y Entities to Configure:

Bill Cancel Reasons

4.1 Update Bill Segment(s) to Canceled

Actor/Role: C2M(CCB)

Description:

The existing Bill Segment(s) is updated to Canceled status in C2M(CCB). If a Bill Segment is cancelled, another Financial Transaction is created to reverse the original Financial Transaction. The cancellation Financial Transaction appears on the next Bill produced for the account as a Bill correction.

Process Plug-in enabled Y Available Algorithm(s):

BSFZ-Empty - Bill Segment freeze/cancel sample algorithm.

Configuration required Y Entities to Configure:

Installation Options – Bill Freeze Options
Customer Class

4.2 Request Add Bill Message(s)

Actor/Role: CSR

Description:

The CSR or Authorized User may add Loan Service Agreement related Bill Messages for a given [Bill Segment\(s\)](#). The CSR or Authorized User may also add Bill Messages at the Account Level. The CSR or Authorized User adds these Bill Messages for an online Bill.

Configuration required Y Entities to Configure:

Bill Messages

Business Object Y Business Object:

C1-BillMessagePhysicalBO

4.3 Add Bill Message(s)

Actor/Role: C2M(CCB)

Description:

The Bill Message is added to the bill in C2M(CCB).

4.4 Request Complete Bill

Actor/Role: CSR

Description:

When CSR or Authorized User cannot find any problem with Frozen Loan Bill Segment as well as with other Bill Segments (if any) that belong to the same bill, he/she initiates the Complete Bill function.

4.5 Create Bill Message Group: Pre-Bill Completion

Group: Bill Completion

Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

Bill Completion is the last and one of the most critical components of the Billing process. The system completes the Bill and it's ready for extract and print. This process could be initiated manually and automatically. C2M(CCB) makes use of Pre-Bill Completion algorithms. Based on configuration, one such algorithm can delete Bill Segments in error, create Bill messages for the deleted segments, and create a To Do entry.

Manual Process: Based on configuration, additional Bill Messages can be added

Automated Process: (Batch billing) If required, such algorithms can:

- Delete Bill Segments in error, create Bill messages for the deleted segments, and create a To Do entry
- Delete bill certain type of financial transactions linked to the bill, for example, if only payments exist for newly created Bill
- Evaluate LPC eligibility.
- Evaluate option to post frequent flier miles.

Process Plug-in enabled Y

Available Algorithm(s):

DEL-BSEG -This Bill pre-completion algorithm deletes Bill Segments that are in Error
CPBC-DB - pre bill completion algorithm determines to delete a bill if it only contains frozen financial transactions of given types
C1-DELBILPY - C2M-DELBILPS - This customer class pre bill completion algorithm type determines to delete a bill if it only contains frozen financial transactions of given types
C1-CPBC-TAXT - This customer class pre-bill completion algorithm checks if taxes should be charged by comparing the bill's accumulated tax amount with the tax threshold amount.
For v2.3.1, this algorithm was enhanced to accumulate not only bill segment calc amounts, but also the adjustment calc amounts prior to comparing the total

Customizable process N	Process Name:	to the threshold amount; and if required, both bill segments and adjustments are re-generated.
		C1-SUP-PR-BL - Suppress Printing Bills After Final Bill
Configuration required Y	Entities to Configure:	BILLING
		To Do Type
		To Do Role
		Bill Message
		SA Type
		Customer Class
Business Object Y	Business Object:	C1-AccountBillMessage - Account Bill Message
		C1-BillMessagePhysicalBO

4.6 Create Bill Messages Based on Configuration Group: Bill Completion
Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

C2M(CCB) can also automatically add Bill Messages during Bill completion. Bill Messages come from a variety of sources:

- Account Bill Messages
- Customer Class Bill Messages
- Service Agreement related Messages that are linked to Bill Segments
- Rate Schedule Bill Messages
- Service Provider Bill Messages
- Meter Reader Remark Bill Messages
- Ad hoc Messages by CSR or Authorized User
- Custom Background Processes and Algorithm Bill Messages

This step could be initiated from online or billing batch process

Customizable process N	Process Name:	BILLING
Configuration required Y	Entities to Configure:	Customer Class Bill Messages
		Rate Schedule Bill Messages
		Meter Reader Remark Bill Messages
		Account and Service Agreement Bill Messages
Business Object Y	Business Object:	

C1-AccountBillMessage - Account Bill Message
C1-BillMessagePhysicalBO

4.7 Add Adjustments, Payments, and Bill Corrections to Affect Bill Amount Group: Bill Completion **Group: Batch Billing**

Actor/Role: C2M(CCB)**Description:**

During Bill Completion C2M(CCB) adds Adjustments, Payments or Bill corrections not included in the previous Bills to the newly created Bill
 This step could be executed from online and batch processing

Customizable process N**Process Name:**

BILLING

4.8 Determine Due Date, Late Payment Charge Date, and Credit Review Date Group: Bill Completion **Group: Batch Billing**

Actor/Role: C2M(CCB)**Description:**

During Bill Completion the Due Date, Late Payment Charge Date, and next Credit Review Date are determined and made available as information for the Bill and Account. Some Companies require Late Payment Charges calculated and added to the Bill. If this is the case, the system allows doing so. Two algorithms are listed below for information only. This step could be executed from online and batch processing

Process Plug-in enabled Y**Available Algorithm(s):**

BILPC-TOTAL - This Algorithm Type calculate the late payment charge amount for a specific service agreement linked to an account.
BILPE-ALL -used during the late payment charge background process to determine if an account is eligible for late payment charges. C2M-LPC-EL5 - This algorithm determines if an account is eligible for late payment charge assessment by comparing the account's current amount against a Threshold Amount. If the current amount is greater than the threshold amount, the account's service agreements will be levied a late payment charge using the respective late payment charge algorithm defined on each SA's SA type. Determine if the amount is sufficient to levy LPCs.

Customizable process N**Process Name:**

BILLING

Configuration required Y**Entities to Configure:**

SA Type

Customer Class
Adjustment Types

4.9 4.3.2.5a C2M.Manage Late Payment Charge Group: Bill Completion
Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

Late Payment Charges may be calculated during Bill Completion. Refer to 4.3.2.5a C2M(CCB) Manage Late Payment Charge.

Customizable process N **Process Name:**

BILLING

5.0 4.3.1.1d C2M.Manage Autopay Group: Bill Completion
Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

An [Autopay](#) payment may be created during Bill Completion. Refer to 4.3.1.1d C2M.Manage Autopay.

Customizable process N **Process Name:**

BILLING

5.1 4.3.2.2 C2M.Manage Severance Process Group: Bill Completion
Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

The status of a Severance Process can change due to Bill Completion. Refer to 4.3.2.2 C2M.Manage Severance Process.

Customizable process N **Process Name:**

BILLING

5.2 4.3.2.5 C2M.Write Off Uncollectible Receivables Group: Bill Completion
Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

The status of a Write Off Process or Write Off SA can change due to Bill Completion. Refer to 4.3.2.5 C2M.Write Off Uncollectible Receivables.

Customizable process N **Process Name:**

BILLING

5.3 Create Additional Required Bill Message(s) Group: Post Bill Completion Activity
Group: Bill Completion
Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

C2M(CCB) can perform various post Bill completion activities. One example is to recreate Adjustments after a Credit Note is completed. This step could be executed from online and batch processing

Process Plug-in enabled Y Available Algorithm(s):

WX-SSBNOTIFY - This customer class post Bill completion algorithm set Bill Notifications for Self-Service
C1-CR-BLRVWS - This customer class post Bill completion algorithm create Bill Review Schedule
C1-MULT-DUDT - This customer class post Bill completion algorithm Additional Bill Due Dates

Customizable process N Process Name:

BILLING

Configuration required Y Entities to Configure:

SA Type
Customer Class
Adjustment Types

5.4 Update Bill with Completion Details Group: Bill Completion
Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

All Bill completion details are now updated in C2M(CCB).

Customizable process N Process Name:

BILLING

5.5 Review Bill

Actor/Role: CSR

Description:

The CSR or Authorized User evaluates the Account and reviews the Bill for accuracy. At times it may be necessary to reopen the most recent Bill. Possibly a payment or adjustment was not included in the original Bill. A Bill Segment may need rebilling and the changes should be reflected in a new Bill.

Business Object Y Business Object:

WX-Bill - Bill business object (simple bill elements only) This business object is used for simple access to bill information
--

WX-BillSegment - This business object is used to read the details related to a bill segment.
CI_BillSegmentRead - Details related to Bill Segment Reads
CI_BillSegmentStatus - Bill Segment Status This business object is used to retrieve the status of a bill segment

5.6 Make Necessary Changes for Bill

Actor/Role: CSR

Description:

During Bill Completion information may be missing or incomplete. One example is the mailing address may be missing. The CSR or Authorized User reviews and resolves the error, enters correct data, and completes the Bill as needed.

5.7 Request Reopen Bill

Actor/Role: CSR

Description:

The CSR or Authorized User determines to reopen a Bill for the Customer’s account.

5.8 Update Current Bill to Reopen

Actor/Role: C2M(CCB)

Description:

The current Bill is reopened in C2M(CCB) and available for applicable changes.

5.9 Request Changes to Impact Balance

Actor/Role: CSR

Description:

Based on investigation and established business rules, the CSR or Authorized User requests various changes that impact the balance. Typically these changes can be: creation of a new Bill Segment, Rebill of a Bill Segment, Cancellation of a Bill Segment, Creation of a Payment, Adjustment, Cancellation of a Payment, or Adjustment.

6.0 Update Balance

Actor/Role: C2M(CCB)

Description:

The financial balance is updated in C2M(CCB).

6.1 Extract Bill for Delivery

Actor/Role: C2M(CCB)

Description:

Typically C2M(CCB) prepares required billing data and makes data available for the Document Management application.
Note: An additional custom process may be created to interface with the Document Management Software as needed.

Process Plug-in enabled Y Available Algorithm(s):

Bill Route Type - BLEX-EX - This algorithm constructs the records that contain the information that appears on a printed Bill.
C1-BLEX-CR - This Bill Route Type extract algorithm prepares the report information needed to create a Bill using a Reporting Engine.
C1-BLEX-XML, C2M-BLEX-XML - The Bill Route Type extract algorithm creates billing information in an XML format as an alternative to a fixed flat file format.

Customizable process N Process Name:

POSTROUT - CIPBXBLB - The bill print process creates the flat file that is interfaced to your bill print software
Custom Extract Process

Business Object Y Business Object

WX-BillRouteType - Bill business object to read bill routing details. Note: This BO is currently used for reprint Bills
C2M-BillRoutingR- This business object is used on the billing history zone displayed on control central - account information. Note: This BO is currently used for reprint Bills
C1-BillRouteTypePhysicalBO - Physical BO for Bill Route Type

6.2 Produce Bill

Actor/Role: Document Management Software

Description:

Document Management Software reads and process bill information produced by C2M(CCB). It prints actual bills or prepare bills in another format (e-mail, PDF online format, short message service (SMS)).

6.3 Send Bill to Customer

Actor/Role: Document Management Software

Description:

The printed Bill is sent or made available for the Customer.

6.4 Receives Bill

Actor/Role: Customer

Description:

The Customer receives the Bill.

Configuration required Y Entities to Configure:

Bill Route Type

6.5 Select Accounts for Open Bill Cycle Group: Bill Completion

Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

This step is the first step of batch billing process. Using the established Bill Cycle Schedule, C2M(CCB) selects Accounts defined within a specific Open Bill Cycle. The Bill Cycle's schedule controls when the system attempts to create Bills for the account. It's recommended to configure one day Window Billing if Loan should be billed.

Customizable process N Process Name:

BILLING

Configuration required Y Entities to Configure:

Bill Cycle

Account

Business Object Y Business Object:

C1-BillSegmentStatus - This business object is used to retrieve the status of a bill segment.

6.6 Check Eligibility for Batch Billing Group: Bill Completion

Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

Normally, most [Bills](#) are created and completed automatically. At Billing time, C2M(CCB) attempts to produce a Bill for an account and create one or more Bill Segments for every non-cancelled / non-closed service agreement linked to the account. C2M(CCB) evaluates Account, Loan Service Agreement, and eligibility for billing. This step is executed form the batch process only.

Process Plug-in enabled Y Available Algorithm(s):

C1-SKIPINACC -stops processing an account if all the following conditions are true: - There are no Billable service agreements - There are no eligible Financial Transactions for the Bill - There are no temporary account messages to be swept onto the Bill
--

C1-SKIPACCCB - This Customer Class Bill eligibility algorithm stops processing an account if completed bill exists.

Customizable process N Process Name:

BILLING

Configuration required Y Entities to Configure:

SA Type
Customer Class

6.7 Highlight Bill Segment Exceptions Group: Create Bill Segment**Group: Freeze Bill Segment****Group: Batch Billing****Actor/Role: C2M(CCB)****Description:**

If a Bill Segment cannot be created, C2M(CCB) creates a [Bill Segment](#) in “error” status with a message can be analyzed by a CSR or Authorized User. Typically errors are caused by missing or incomplete data. The error may be reviewed at this time or not. Data may be changed before Batch Billing next runs. When the Batch Billing process next runs, it deletes all “error” Bill Segment(s) and attempts to recreate them. It continues this throughout the Bill window. If a Bill Segment(s) is in error at the end of the Bill window, a user must intervene and fix them. If the Bill Segment(s) is still in error when the cycle’s next window opens, a Billing error is generated. This step could be executed from batch only.

Customizable process N Process Name:

BILLING

6.8 Highlight Bill Exceptions Group: Bill Completion**Group: Batch Billing****Actor/Role: C2M(CCB)****Description:**

If a Bill cannot be completed, C2M(CCB) creates a Bill in “error” status with a message that is analyzed by a CSR or Authorized User. Typically errors are caused by missing or incomplete data.

Customizable process N Process Name:

BILLING

6.9 Identify Bill Segments in Error Status Group: Processing Bill Segment Exceptions**Group: TO DO Bill Segment Error Process****Actor/Role: C2M(CCB)****Description:**

C2M(CCB) identifies Bill Segments in error status. C2M(CCB) can create a To Do Entry for every [Bill Segment](#) in error status.

Customizable process N Process Name

TD-BSERR- This background process creates a To Do entry for every Bill Segment that's in error.

Configuration required Y Entities to Configure:

To Do Role(s) for base TD-BSERR To Do Type
--

7.0 Update Drill key With Latest Bill Segment Group: Processing Bill Segment Exceptions

Group: TO DO Bill Segment Error Process**Actor/Role: C2M(CCB)****Description:**

C2M(CCB) helps to eliminate duplication of to do entries for same bill segment in error by validating if there is an existing to do entry for given exception. The TD-BSERR (To Do for Bill Segments in Error) batch control eliminates To Do Entry duplication by updating the drill value to reflect the regenerated Bill Segment ID when an existing To Do Entry is found for the original bill segment.

Process Plug-in enabled Y**Available Algorithm(s):**

C1-TDCR-DFRL - Default To Do Role via Account/Premise
C1-TDCR-CHAR - Link Account/Premise/Person/SA/SP to To Do
D1-TDPRCRE - To Do Pre-Creation
X1-TDPRCRE - Customer to Meter To Do Pre-Creation

Customizable process N**Process Name**

TD-BSERR- This background process creates a To Do entry for every Bill Segment that's in error.

Configuration required Y**Entities to Configure:**

To Do Role(s) for base TD-BSERR To Do Type
Installation Option Framework- To Do Pre-Creation Algorithms

7.1 Create Bill Segment Error To Do Group: Processing Bill Segment Exceptions**Group: TO DO Bill Segment Error Process****Actor/Role: C2M(CCB)****Description:**

C2M(CCB) can create a To Do Entry for every Bill Segment in error status. The To Do functionality allows for online review by a user or group of users. To Do Lists summarize and total entries for different To Do Types. Status of To Do Entries is available for evaluation.

Process Plug-in enabled Y**Available Algorithm(s):**

To Do Type - Calculate Priority
To Do Type - External Routing
To Do Type - To Do Information
To Do Type - To Do Post Processing

Customizable process N**Process Name**

TD-BSERR- This background process creates a To Do entry for every Bill Segment that's in error.

Configuration required Y**Entities to Configure:**

To Do Role(s) for base TD-BSERR To Do Type
--

7.2 Evaluate and Perform Analysis Group: Processing Bill Segment Exceptions
Group: Processing Bill Exceptions

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User will review the [Bill Segment](#) or [Bill](#) error and supporting information in C2M. Service Point, Device (Meter) and Read historical information, Device (Meter) Configuration, Activity History, Account, Service Agreement, and Billing History are some of the areas reviewed. Typically, errors are caused by missing or incomplete information. Based on established business rules, the CSR or Authorized User investigates viable solutions or workarounds for the missing or incomplete information.

7.3 Resolve Issue Group: Processing Bill Segment Exceptions
Group: Processing Bill Exceptions

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User resolves the error and enters information into C2M.

7.4 Update Data Group: Processing Bill Segment Exceptions
Group: Processing Bill Exceptions

Actor/Role: C2M(CCB)

Description:

Information required for resolution is updated in C2M

7.5 Request Complete To Do Group: Processing Bill Segment Exceptions
Group: Processing Bill Exceptions

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User marks the To Do Entry as complete and requests completion of the To Do Entry. The CSR or Authorized User may add comments or a log entry for future reference.

Note: Completed To Do entries are typically purged after a defined period of time.

7.6 Complete To Do Entry Group: Processing Bill Segment Exceptions
Group: Processing Bill Exceptions
Group: Complete Bill Segment Exception To Do

Actor/Role: C2M(CCB)

Description:

The To Do Entry is updated to Complete Status in C2M

7.7 Examine Bill Segment Exception Table Group: Complete Bill Segment Exception To Do
Actor/Role: C2M(CCB)

Description:

C2M(CCB) identifies and completes To Do Entries that are "Open" or "Assigned" that were previously created for bill segment exception records, but currently have no entries in the exception table.

Customizable process N Process Name

C1-CTBSE- Complete To Do of Bill Segment Exception

7.8 Identify Bills in Error Status Group: Processing Bill Exceptions
Group: TO DO Bill Error Process

Actor/Role: C2M(CCB)
Description:
C2M(CCB) identifies Bills in an error status. If C2M(CCB) determines the bill cannot be completed, a bill exception is created for review by a CSR or Authorized User. An associated To Do can be created. For example, if the customer’s mailing address is not defined, the corresponding bill cannot be completed.

Customizable process N	Process Name	TD-BIERR - This background process creates a To Do entry for every Bill that's in error.
Configuration required Y	Entities to Configure:	To Do Role(s) for base TD-BIERR To Do Type

7.9 Create Bill Error To Do Group: Processing Bill Exceptions
Group: TO DO Bill Error Process

Actor/Role: C2M(CCB)
Description:
C2M(CCB) can create a To Do Entry for every [Bill](#) in error status. The To Do functionality allows for online review by a user or group of users. To Do Lists summarize and total entries for different To Do Types. Status of To Do Entries is available for evaluation.

Process Plug-in enabled Y	Available Algorithm(s):	To Do Type - Calculate Priority
		To Do Type - External Routing
		To Do Type - To Do Information
		To Do Type - To Do Post Processing
Customizable process N	Process Name	TD-BIERR - This background process creates a To Do entry for every Bill that's in error.
Configuration required Y	Entities to Configure:	To Do Role(s) for base TD-BIERR To Do Type

At times the organization is made aware of a possible anomaly with a particular Batch of Bills. There are two background processes for canceling or reopening an entire batch of Bills. Refer to 4.2.2.2 Manage Metered Charges.

Test Assets related to the Current Process

Testing Asset Sr.No	Use Case	No Of Data sets
1	URM-C2M-3441b-001-Enroll-Customer-In-NBB-And-Manually-Activate-SA	2
2	URM-C2M-3441b-002-Activate-Non-NBB-SA-Via-Batch-Process	1
3	URM-C2M-3441b-003-Setup-Acct-Autopay-And-Enroll-In-NBB-With-Autopay	1

Document Control

Change Record

Date	Author	Version	Change Reference
6/15/09	Galina Polonsky	Draft	No Previous Document
9/1/09	Colleen King		Updates from Reviews
9/3/09	Colleen King		Updates from Reviews
10/21/10	Geir Hedman		Update Title and Content page
12/13/10	Sarit Cohen		Update display bill functionality and tech update
2/9/11	Geir Hedman		Updated Document and Visio
3/28/2011	Conrad Pinili		Updated Document – Process Plug-Ins
12/10/2013	Muhssin Suliman		CC&B v2.4 Changes
12/18/2013	Galina Polonsky		Reviewed, Approved
08/29/2017	Joshua Piccott		Updated document for v2.6
9/21/2017	Colleen King		Updated Visio and Documents for C2M
9/26/2017	Colleen King		Updated Visio and Documents for C2M
10/6/2017	Colleen King		Updated Visio and Documents for C2M
10/12/2017	Galina Polonsky		Reviewed, Approved
6/3/2019	Satya Kalavala		Updated format for v2.7
04/17/2024	Kunal Nerkar		Updated Visio and Documents for C2M v2.9
04/23/2024	Line Prado		Reviewed
12/18/2024	Galina Polonsky		Reviewed, Approved

Attachments:

Bill - Loan

Bill

Bookmark

Clear

Save

Refresh

Main

Bill Segments

Bill Routings

Bill Messages

Characteristics

Bill Info

Date: 04-02-2017, Complete, Due: 04-17-2017, \$191.10

Bill ID 066799747187

Account ID 0665181754

Brazil,Mark, Residential, \$191.10

Bill Status Complete

Display Bill

Due Date 04-17-2017

Create Date/Time 04-02-2017 7:26:47

Bill Date 04-02-2017

Completion Date/Time 04-02-2017 7:27:24

Late Payment Charge Details

Eligible for Late Payment Charge ☒

Late Payment Charge Date 04-24-2017

Previous Period's Balance \$126.15

Total Payments \$0.00

Total Adjustments \$0.54

Total Bill Corrections \$0.00

Total Current Billing Charges \$64.41

Ending Balance This Period \$191.10

Bill Segment

Current Amount

Status

Remarks

California / Loan - Short Term, Frozen, Period: 03-04-2017 - 04-03-2017, \$44.44, 0669364276

\$44.44

Frozen

California / Electric Residential, Frozen, Period: 03-02-2017 - 04-02-2017, \$19.97, 0661388505

\$19.97

Frozen

Total Generated Charge \$64.41

Bill Segment Action

Generate

Freeze

Cancel Frozen

Bill Action

Complete

Delete

Reopen

Correction Note

Undo Correction Note

Bill Segment Notebook

Bill Segment Main – Loan

Bill Segment

Bookmark

Clear

Save

Refresh

Main

Items

SQ Details

Calc Lines

Financial Details

Bill Segment Messages

Sub Bill Segment

Bill Segment Portal

Bill Seg Info

California / Loan - Short Term, Frozen, Period: 03-04-2017 - 04-03-2017, \$44.44, 0669364276

Bill Segment ID066197153303

Account ID

0665181754

Brazil,Mark, Residential, \$191.10

Current Amount

\$44.44

Bill ID

066799747187

Date: 04-02-2017, Complete, Due: 04-17-2017, \$191.10

Payoff Amount

\$5.21

SA ID

0669364276

California / Loan - Short Term, Active, 03-04-2017, Short Term Loan - 24 Months, 0669364276

Period

03-04-2017

04-03-2017

Bill Cycle

Status

Frozen

Closing

Estimated

SQ Override

Item Override

Premise

Create Date/Time

04-02-2017 7:26:52

Bill Segment Actions

Generate

Delete

Freeze

Rebill

Init Cancel

Undo

Cancel

Bill Segment Calc Lines – Loan

Bill Segment

Bookmark

Clear

Save

Refresh

Main

Items

SQ Details

Calc Lines

Financial Details

Bill Segment Messages

Sub Bill Segment

Bill Segment Portal

Bill Seg Info

California / Loan - Short Term, Frozen, Period: 03-04-2017 - 04-03-2017, \$44.44, 0669364276

Bill Segment ID

066197153303

Bill Seg Hdr

←

"1" of "1"

→

Sequence

1

Start Date

03-05-2017

End Date

04-03-2017

Amount

\$44.44

Desc on Bill

Loan

Sequence	Description on Bill	Calculated Amount	Print	Appears in Summary	Unit of Measure	Time of Use
1	Interest Charge (6.25%)	\$5.21	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
2	Principal Amount	\$39.23	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

Bill Segment Financial Details – Loan

Bill Segment

Bookmark

Clear

Save

Refresh

Main

Items

SQ Details

Calc Lines

Financial Details

Bill Segment Messages

Sub Bill Segment

Bill Segment Portal

Bill Seg Info

California / Loan - Short Term, Frozen, Period: 03-04-2017 - 04-03-2017, \$44.44, 0669364276

Bill Segment ID

066197153303

Bill Segment FT

←

"1" of "1"

→

FT Type

Bill Segment

Current Amount

\$44.44

Show on Bill

☒

Payoff Amount

\$5.21

FT ID

066499568255

Posted by KNERKAR on 04-02-2017

Accounting Date

04-02-2017








Linked to Bill on 04-02-2017

Arrears Date

04-02-2017

Sequence	Distribution Code	Amount	Statistics	Statistics Amount	Description
1	R-LOAN	\$-5.21		0.000000	Single Value
2	A/R-LOAN	\$-39.23		0.000000	
3	A/R-STLN	\$44.44		0.000000	

Admin Menu/Installation Options/Control Central Alerts

	Algorithm Type	Description 	Algorithm Entity	Script	Detailed Description
1	C1HPENDSAREL	Highlight Pending SA Relationships	Installation - Control Central Alert	Highlight Pending SA Relationships 	This alert algorithm highlights if the account has pending SA relationship(s). ...
2	C1PENDFAALRT	Highlight Pending Field Activity	Installation - Control Central Alert	Highlight Pending Field Activity 	
3	C1PENDORALRT	Highlight Pending Order	Installation - Control Central Alert	Highlight Pending Order 	This alert algorithm highlights that a person has pending order(s). ...
4	C1PENDSTOPSA	Highlight Pending Stop SA	Installation - Control Central Alert	Highlight Pending Stop SA 	This alert algorithm highlights if the account has Pending Stop service agreement(s). ...
5	C1-PEND-STRT	Highlight Pending Start	Installation - Control Central Alert		This control central alert algorithm highlights if the account in context has any pending start service ...
6	C1PNPROPALRT	Highlight Pending Proposal SA	Installation - Control Central Alert	Highlight Pending Proposal SA 	This alert algorithm highlights if the account has Pending proposal service agreement(s). ...
7	C1PNQUOTALRT	Highlight Pending Quote	Installation - Control Central Alert	Highlight Pending Quote 	This alert algorithm highlights if the account has Pending quote(s). ...

Control Central Search

Control Central Search

Bookmark

Refresh

Main

Control Central Search ⓘ

Search By

Name and Address ▾

Name

Address

CIS Division

Show All Premises

☒

City

Postal

Search

Dashboard

Alerts ⓘ

Last Contact: 46 days ago - Murray,Lynette

Deposit SA Exists

Loan Exists

Premise is linked to a Parent Premise

Active Lead: Heat Pump Rental - Alliance Air Systems

Active Lead: Energy Audit Survey

3 sync request(s) outstanding

2 day(s) until next bill

Current Context ⓘ

Electric Manual Read Meter - Digital, BN: ER-1000031, SN: ER-1000031

100 Market Street, Apt 12, San Francisco, CA, 94111 / Electric Residential / Electric / ER-1000031 / Read Cycle 02, Route 200 / Active

Current Context ^

Brazil,Mark - Home Phone: (415) 654-7687

0665181754 3 Brazil,Mark, Residential, \$191.10

100 Market Street, Apt 12, San Francisco, CA, 94111